

ABSTRACT OF THE DISCLOSURE

5 APPARATUS, SYSTEM AND METHOD FOR PROVIDING SPEECH
RECOGNITION ASSIST IN CALL HANDOVER

An apparatus, system and method for providing speech recognition assist in call handover are provided. With 10 the apparatus, system and method, spoken utterances of the call taker, not the caller, are captured using speech recognition technology and transcribed. The call taker can use a noise-canceling microphone placed optimally to receive voice input from the call taker. The speech 15 recognition system can be trained to the specific speech patterns of the call taker and the vocabulary of the speech recognition system can be limited to the specific domain of discourse related to the job scope of the call taker. The transcription of the spoken utterances of the 20 call taker may be stored in a record associated with the call. This record, and the corresponding transcription, may be transferred to another call taker upon handover of the call to the other call taker.